

GP Practice Relocation into the Alfred Barrow Health Centre – You Said We Did

1. **You Said:** Consideration to be given to patient and staff car parking arrangements and whether patient car parking spaces could be allocated closer to the building.
We Did: *This was considered in outline design stage as part of the options appraisal. The public car parking was located across the road from the new centre for a number of reasons:*
 - *The main entrance to the new facility was determined to be best located off Duke street as it was prominent, easily accessible for pedestrians and those arriving at the new facility by bus. It is also the shortest distance to the main entrance from the public car park.*
 - *Locating the public car park to the rear of the building would have increased travel distance for patients to the main entrance. Furthermore, for security reasons a secondary public entrance was not considered appropriate.*
 - *The rear of the building facilitates the goods delivery and drop off point. For health and safety reasons we did not want the public areas and goods areas using the same access routes.*
 - *Locating the public car park to the rear of the building increased the volume of constant traffic during the day onto the residential Ramsden Street.*

2. **You Said:** Consideration to be given to increasing number of disabled car parking spaces/car parking spaces for patients with mobility issues.
We Did: *The number of disabled spaces has been increased during the development of the original design from circa 10% of the total public spaces to 15%. There are 61 public car parking spaces with 9 disabled spaces and 2 no parent and child. There is also a drop off area adjacent the main entrance to enable patients with mobility issues who are with dependents to easily access the new centre. The use and need of disabled spaces will be reviewed during the operation of the new centre.*

3. **You Said:** Patients to be given clarification around the completion date once this is known.
We Did: *Patients will be advised of the operational date for the building 4 weeks before the 'go live' date.*

4. **You said:** Clarification around the type of pedestrian crossing on Duke Street.
We Did: *The Pedestrian crossing will be an 'uncontrolled' crossing as approved by Cumbria County Council Highways. We have contacted the highways department to inform them of the concerns raised as part of the patient feedback.*

5. **You said:** Concerns raised over the patient car park not being flat.
We Did: *The levels of the new car park are raised from the existing levels and will comply with DDA requirements. The finished levels have been approved by the Local Planning Authority as part of the planning approval.*